

Service Support

User Guide



Office of Government Commerce

ITIL®
The key to

Managing IT services

Service Support CD

User Guide



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OGC will build on the popular guidance developed by the former CCTA and others, working with organisations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

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GETTING STARTED

This guide provides all the information you need to launch the application.

This Service Support CD does not install any files onto your computer, it runs directly from your computer's CD-ROM drive.

Help is provided on the CD, but if you experience difficulties please contact customer.service@tso.co.uk for technical support naming Service Support CD in the subject line. Alternatively, telephone +44 (0) 870 600 5522. Technical support is available from TSO by telephone, facsimile or email between 0900 hrs and 1700 hrs, Monday to Friday (excluding English Bank and Public holidays) within either of the applicable UK time standards, GMT or BST. All queries will be replied to within 3 working days either with a solution or a timescale when the solution will be supplied.

Running this CD

Please check the System Requirements below before you start using this CD. Please note that if your PC complies with these minimum requirements you do not need to follow any installation procedures, simply insert this CD, and refer to "Navigating this Service Support Web CD" for guidance on navigating and using this CD.

If you do not have a Web Browser installed, please refer to the instructions at "Installing a Browser" below.

This CD has been designed to Autorun, so you simply have to insert the CD into the drive, and it will start automatically.

However, if this does not happen, on the Task Bar click on the start button and select Run. Choose D:\index.htm (where D is the letter of your CD-ROM drive) and click OK. Alternatively you can select this file through your Windows Explorer or My Computer.

Advice is contained within the Help Pages on this CD to help you set up your computer to Autorun.

System Requirements

- **Operating System:**

The Service Support CD requires a Java and JavaScript enabled browser. The following browsers are supported by the Open Objects Software Ltd WebROM CD software:

Netscape Navigator 4

MS Internet Explorer 4 – all versions

MS Internet Explorer 5 – all versions

MS Internet Explorer 6 – all versions

Running on MS Windows 95, 98, NT4.x or above, 2000 or Millennium Edition and XP*

- **PC Requirements:**
P100 or compatible microprocessor;
16Mb RAM;
800x600 Video Display;
8 speed or better CD-ROM drive; and
600 dpi resolution printer (optional).
- **Java and JavaScript Enabled Web Browser:**
Microsoft Internet Explorer 4.x ; or
Netscape Navigator 4.x .

Installing a Browser

If you already have an internet browser installed, this CD will launch the browser installed as the default.

If you do not have a browser installed on your PC, or you need to upgrade, you can choose to install one directly from this CD by following these instructions:

- **Netscape:**
From the Start menu on the Task bar select Run, then type
D:\Netscape\N6Setup.exe where D is the letter of your CD-ROM drive.
Alternatively use the Browse button on the Run window to browse to your CD drive, and then select this file. Click OK.
- **Internet Explorer:**
From the Start menu on the Task bar select Run, then type D:\Internet Explorer\ie6setup.exe, where D is the letter of your CD-ROM drive.
Alternatively use the Browse button on the Run window to browse to your CD drive, and then select this file. Click OK.

Check with your IT support unit for any Administrative privileges that may be required for installing software.

Enabling Java

Both Microsoft and Netscape browsers install by default with Java support enabled, so you probably won't have to do anything. If you are experiencing problems, try the following:

- **Netscape Navigator:**
From the Edit menu, select Preferences. From there select Advanced, and tick the boxes enabling Java, JavaScript and Style Sheets. Then click OK.
- **Microsoft Internet Explorer 4.x:**
From the View menu, select Internet Options. From there select Advanced and scroll down to the box labelled "Java JIT Compiler Enabled". Tick this

box, then click Apply followed by OK.

- **Microsoft Internet Explorer 5.x, 6:**

From the Tools menu, select Internet Options. From there select Advanced and scroll down to the box labelled “Java JIT Compiler Enabled”. Tick this box, then click Apply followed by OK.

- *** Windows XP**

Windows XP does not have a Java Virtual Machine (JavaVM) installed by default. If the search function does not work under Windows XP you should try installing the latest Microsoft JavaVM, which is provided on the CD at ‘D:\MS JavaVM3805\msjvax86.exe’ where ‘D:’ is the drive letter of your CD-ROM drive. After running the setup program you will need to restart your machine to finish the installation. You may need administrative privileges to be able to run the installation, please check with your IT support department for assistance.

NAVIGATING THIS SERVICE SUPPORT WEB CD

The Toolbar Menu

This toolbar menu is permanently present across the top of the screen.

This menu contains links to the tools that you will find useful whilst using the Service Support CD. These are, in alphabetical order:

Acronyms and Glossary;
Bookmark;
Help Page;
History
Home Page;
Show/Hide Navigation Pane;
Submit Search; and
Table of Contents.

The Home Page

The Home page contains text which introduces you to Service Support CD. It also contains links to data peripheral to this CD which are in alphabetical order:

Authors;
Bookshop;
Contact;
Feedback form;
Foreword by the Executive Director IT Directorate OGC;
Further Information;
Privacy Policy; and
User Licence (Reference copy).

The “Home” link on the Toolbar Menu bar will return you to this page.

Links from the Home page

Authors

This page contains information about the author(s) whose experience working in the private sector of IT Service Management contributed to ITIL Service Support.

Bookshop

This page summarises the details of all the other titles in the ITIL series. The Order link will connect you to the online ordering facility provided by TSO (Please note that an internet connection is required). As you select to order an item, this will appear in your online “shopping basket”. Multiple orders can be made at the same time. If you decide not to proceed with your order you can remove the item from your shopping basket by using the Remove button to the right of your order. Alternatively, telephone ordering details are provided.

Contacts

From the Home Page, the Contact link provides you with useful information, including addresses, telephone numbers, and website URLs for OGC, TSO, itSMF (The ITIL International User Group), contacts for Qualifications and Training, and Open Objects Software Ltd.

Feedback Form

TSO always welcomes feedback on its products. This helps us to deliver our products in the way our customers want, and to make sure that we are always providing the best and most useful products on the market.

Providing feedback helps us to ensure that Service Support continues to suit your needs.

The Feedback Form includes a send button - if you have Internet access you can send this electronically. Otherwise, simply print off the form and send it to TSO, by mail or by fax.

Foreword

Foreword to the Service Support CD. This foreword is written by Bob Assirati, Executive Director IT Directorate, OGC.

Further Information

This page gives general information and a background to Service Support.

Privacy Policy

The statement of TSO's Privacy policy can be accessed from the Home Page link or from within the Feedback Form.

This Privacy Policy statement is a reference copy. The master version of the TSO Privacy Policy is maintained on the corporate website www.tso.co.uk.

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This User Guide and the accompanying CD, both contain a Reference Copy of the stand alone single-user licence, which is valid only on the publication date of this Service Support CD. The inclusion of the licence enables you to check the terms and

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For further information on network licences please contact TSO on +44 (0) 870 600 5522 or e-mail network.sales@tso.co.uk.

Viewing the contents

The full text of Service Support CD can be seen by clicking on the 'Show Table of Contents' button in the Toolbar menu. The left-hand frame shows a full list of Chapters and the ToC (Table of Contents) for each chapter can be viewed by clicking on the "plus" sign next to the chapter heading.

Each of the headings in the Table of Contents (ToC) is a link to that section, helping you navigate through the chapter quickly and easily. Alternatively, if you are reading section by section, you can use the "Next/Previous Section" buttons to navigate.

Links from the Toolbar Menu

Acronyms and Glossary

A full listing of any acronyms used and their definitions has been provided in Appendix A.1. The glossary provided in Appendix A.2. is a replica of that created for the printed version of Service Support. It is provided here as a reference tool, and thus is a permanent link on the Service Support CD toolbar.

When you follow these links you will see pages that provide a full listing of the acronyms and glossary terms and their definitions.

In addition, all of the acronyms and glossary terms have been located in the full text, and the first occurrence of each within a section has been highlighted in green (as opposed to the text highlighted in blue, which represents hypertext links to other parts of Service Support). By rolling your mouse over the green highlight you will activate a pop up window displaying the definition. This provides you with an instant lookup without losing your place in the full text. In being able to access the acronyms and glossary definitions as a permanent tool, you are able to instantly compare terms and definitions.

Help

As the link to the Help pages resides on Service Support CD Toolbar Menu, it will always be available to you, no matter what part of Service Support you are currently in.

Previous/Next Section

Use these buttons to navigate to the next or previous section of content.

Show Table of Contents

This button is used to return to the current Table of Contents (ToC) after performing a search. It refreshes the ToC to match the current content.

As you view the full text of ITIL Service Support, the default view will display a ToC in the left frame.

The ToC contains a hierarchical structure, so you can use the + and - signs to show more or less detail. Each section heading in the ToC is a link to that section.

If you are simply reading through the text in its logical sequence (i.e. as though turning the pages of a book), or prefer to expand the main content area so that it displays more text or a larger image, you may wish to remove the ToC from view.

Show/Hide Navigation Pane

By clicking on this button you can remove the ToC or search results from view. Clicking again brings which ever was hidden back into view.

To return to the ToC after conducting a search, click on "Show Table of Contents" on the toolbar.

Bookmarks

This will display a list of the pages that you have bookmarked, with each title linking to that page. To bookmark a page, click on the flag icon in the left corner. Once a page is bookmarked the flag icon is displayed in red. Clicking on the icon again will clear the bookmark. Bookmarks can also be cleared from the list of bookmarks by clicking on the cross icon next to the page title. Bookmarks are saved between sessions by storing the bookmark information in a 'cookie'. For this to work 'cookies' must be enabled for your browser, also because the cookie is stored on the computer being used, previous bookmarks will not be accessible if the Service Support CD is used on a different computer.

History

The CD-ROM tracks up to twenty previously viewed pages, on a per-session basis. To display a list of these click on the 'History' button. The list of previously viewed pages is displayed starting with the most recent.

Search

The Search frame is at the top right of the screen. This shows a single text box. Entering a word in this text box and clicking the "Search" button will execute a general keyword search across the whole of Service Support. The Search Results will be displayed in the left frame. The Search facility works on single words, multiple words or phrases and can use Boolean operators.

Keyword Search

An individual word can be entered and the documents returned in the Search Results will contain the search word. Please note that stemmed words will also be returned in the search results. Stemmed words are similar words to the search term and should not be compared to Wildcards which have to have the full search term as part of the returned word.

Example Search

manage

Search Result

*documents will contain manage and may contain stemmed words
i.e. managing*

More than one keyword may be entered

Example Search

manage organisation

Search Result

documents will contain manage or organisation.

The space which separates the two words is treated as an 'or' Boolean condition.

Wildcards

An individual word can be entered with the character * to return any words that begin with the search term. Wildcards should not be compared to Stemmed words i.e. managing would not be returned as a result because it does not contain manage.

Example Search

*manage**

Search Result

documents will contain words like 'manage', 'manages', 'management', 'managed' etc.

Phrases

A phrase can be entered into the search box. The phrase must be surrounded by quotes.

Example Search

"managing change "

Search Result

documents must contain the exact phrase "managing change "

Boolean

The above searches can contain Boolean operators. The Boolean operators are AND (you're looking for all terms), OR (you're looking for at least one of the terms), and NOT (you're excluding a term).

Example Keyword Boolean Search

manage and organisation

Search Result

documents must contain both keywords.

Example Phrase/Keyword Boolean Search

"service management " and change

Search Result

documents must contain both the phrase and the keyword.

Example Keyword/Wildcard Boolean Search

*management not process**

Search Result

documents must contain the keyword without any wildcard variations of process.

Search Results

The Search results will be displayed in the left frame. They will be delivered in groups of twenty, with next and previous buttons that take you page by page through the list of search results.

Each result appearing in the list is displayed according to the section heading. Each section heading is a link, and by clicking this link the full text of the section will be displayed in the main content frame to the right. The results list will remain visible so that you can view other results without having to re-execute your search.

To display the Table of Contents (ToC) in the left-hand frame, rather than the search results, please click 'Show Table of Contents' button.

When you view the full text of your search results, you will find that every occurrence of your search term will be highlighted. It will also be surrounded by next/previous term indicators (arrows). By clicking on these next/previous arrows you can navigate through the text to each occurrence of your search term.

Hypertext Links

Throughout the text you will notice that words or phrases appear in blue or green text. The blue text represents a hypertext link. This will usually be a reference to another section of Service Support and clicking on the blue text will take you to that section.

Green text, however, indicates an Acronyms and Glossary term, see Acronyms and Glossary heading above.

Printing

Because the presentation of this Service Support CD is frames based, to print information from this CD you will need to be sure that you activate the part of the screen that you wish to print. That is, if you are viewing the full text with the Table of Contents (ToC) visible, be sure to click in the main content area to the right before you click your Browser's print button, to be sure to print that area.

Technical Support

Send an email to customer.services@tso.co.uk naming Service Support CD in the subject line. Alternatively, telephone +44 (0) 870 600 5522.

Technical support is available from TSO by telephone, facsimile or e-mail, between 0900 hrs and 1700 hrs, Monday to Friday (excluding English Bank and Public Holidays) within either of the applicable UK time standards, GMT or BST.

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